

GENERAL TERMS & CONDITIONS

Booking and payment conditions

- To book a place in the program, participants must pay €175 in advance as a deposit and fill in our Enrolment Form. The deposit can be paid via bank transfer, credit card or PayPal. AIP Language Institute will then deduct this amount from the final price of the course, and final payments should be made one month before the beginning of the program, at the latest.
- If the payment is made via bank transfer*, please send us a copy of the bank receipt with the student's name by email as soon as it is completed. These are the main details of our bank account:

IBAN Number: ES0500751129420600187614

BIC Code: BSCHEM33

Name and address of our bank: Banco Santander – Avenida del Botánico Cavanilles, 22. 46010 Valencia.

*The name of the participant needs to be mentioned on all payments. All bank charges rely on the buyer.

- Upon receipt of the deposit (€175), AIP will email you to confirm your admission to the specified program.

Cancellation Policy

- In case of cancellation, the course deposit (€175) will not be refunded under any circumstances.
- 70% of the program's total cost will be refunded when cancelling at least 25 days before arrival. 50% will be refunded when cancelling up to 14 days before arrival. Furthermore, no refund will be made if a cancellation is made less than two weeks before arrival.

- There is no refund for days missed of the program or for late arrival or early departure.
- Participants who decide to undertake a less intensive program once they have started it will not receive any compensation.
- Changing host family: Should a student wish to change host family, AIP will do so after considering and discussing with both the student and family. It will take no more than 24h, except if the problem arises on the weekend when it would be necessary to wait until Monday.
- AIP Language Institute reserves the right to cancel any arrangements or bookings without prior notice if payment conditions are not met. i.e., in the event, the outstanding amount of the program has not been paid within the given timeframe.
- Prices and course schedules are subject to change at the sole discretion of the centre. The school reserves the right to change any of the services available in the school brochures, offering substitutes of equal or greater value and immediately informing the client. The latter may choose to cancel the contract without any charge being made or to accept the changes. If the school does not receive a response within three days from the notification of the changes, in that case, it will be understood that the client accepts them. If the client chooses to cancel the contract, AIP Language Institute will refund the amount paid to date in full.

Accommodation

- Our programs offer two different accommodation options: residence hall and local host family. Our participants can be accommodated in a double or triple room.

- Our host families exclusively collaborate with our school. Participants will not share their rooms with students from other schools.
- AIP Language Institute will provide the host family details two weeks before the participants' arrival.

Starting Dates and course length

- Participants can choose to stay in our Language Summer Camp from 1 week up to 9 weeks (First day: June 25th; last day: August 27th).
- Participants can choose the starting date for our Language Summer Camp: June 25th, July 2nd, 9th, 16th, 23rd or 30th and August 6th, 13th and 20th. If the student is older than 15, they can extend their stay in our Spanish school for adults.

Arrival & Departure

- The official arrival day will always be the Sunday before the first day of class. And Saturday will be the last day of a program week. For every additional day, we charge each junior student €75.

Transfer service

- A host family member or a staff member of AIP Language Institute will wait for each participant at the airport upon their arrival and take them to the accommodation. The journey can be made either by car or public transport. The same conditions apply on departure day.
- Suppose a participant is due to arrive between 10.30 pm and 7.00 am. In that case, AIP Language Institute will send a properly identified driver to pick them up. This service has an extra charge of €55 per trip.

Visas

- Nationals of the following countries do not require a visa for stays of up to 90 days:
 - (a) EU countries, Australia, Canada, Japan, and the US.
 - (b) Brazil, Croatia, Cyprus, Iceland, Israel, Korea (Rep. Of), Liechtenstein, Malaysia, Malta, Monaco, Netherlands Antilles, New Zealand, San Marino, Singapore, Switzerland, and Vatican City, apart from other Latin American countries.
 - (c) Those studying longer than 90 days may require a student visa except EU country nationals.
- The school will give all reasonable assistance to students when applying for a Visa.
- A 6-8-week period is necessary for the Visa application process to be over. So, bear this in mind when registering for a course and choosing its dates.
- When interested in booking a place in the Junior Summer Program, a €500 deposit must be paid as proof of genuine interest in taking part in the course, together with the €175 deposit of the course reservation. Both will be deducted from the final price if the visa is accepted, and the participant can join the program. If the Spanish Embassy or Consulate refuses the application for a Visa, we will refund the entire visa deposit, but not the course deposit.

Student's behavior

- Our interested in booking a place in the Junior Summer Program, a €500 deposit must be paid as proof of genuine interest in taking part in the course, together with the €175 deposit of the course reservation. Both will be deducted from the final price if the visa is accepted, and the participant can join the program. If the Spanish Embassy or Consulate refuses the

application for a Visa, we will refund the entire visa deposit, but not the course deposit.

- Valencia is a very safe city with excellent public transportation, including metro, tram and buses. Each participant is provided with a 20-trip travel card, recharged every week, and instructed about how to use local public transport properly for their daily transfer by the host family and AIP staff. Juniors learn fast how to cope with this without any further assistance. This becomes a big part of their immersive experience, clearly contributing to their personal growth and citizenship skills.
- AIP Language Institute reserves the right to dismiss any student for misconduct or at any time the participant violates the rules of the school in which the program is carried out. Lacking discipline, repeated bad behaviour, drug abuse, minors consuming alcohol, dangerous conduct to the student or others, or engaging in criminal behaviour are some examples of violation of the rules. Whether or not the student's behaviour justifies dismissal from the programs shall be within the sole discretion of our company.
- In such case, the participant or their legal representative shall bear the costs caused by the participant's return to the home country: the cancellation fee, return trip, compensation to the third parties for the damages done and arising from, and for those that AIP will be forced to make as a consequence of the participant's actions, regardless of any other responsibility due to the participant's misconduct and negligence.

Emergencies, Insurance & Health

- There will be an emergency number available to call 24h. If it is necessary to change the participant to a new host family, we will arrange that within 24h.
- Participants must communicate any allergies, medical treatment and/or food restrictions before arrival.

- We strongly recommend junior participants to get full travel and health insurance cover before travelling to Spain, especially if the participant is from a non-EU country. AIP Language Institute can provide full private insurance.
- EU Nationals should bring E111 Forms. All participants are advised to get an insurance that covers loss of fees and/or expenses that may incur due to cancellation or sudden early departure from the program.
- Suppose an emergency requires surgery, hospitalization, or other medical care, and we cannot contact the parents/legal guardians. In that case, AIP Language Institute will take any action deemed appropriate under the circumstance, including but not limited to arranging for medical or psychiatric treatment, the administration of prescription drugs, and transportation back to their country. AIP Language Institute will not cover costs that may arise due to the need for the repatriation of the student.
- AIP Language Institute does not assume any responsibility for loss, delay or accident of any kind whatsoever that may occur due to fault or negligence of any company of individuals carrying out auxiliary arrangements.

Use of images

- Under the right to the self-image, regulated by the Law 5/1982 on May 5th, signing these general conditions, the participant or their legal representative authorize AIP Language Institute to use the images taken during the program to carry out advertising.

Conflict resolution

- Under applicable law, the competent jurisdictional organizations will resolve any conflict between the parties regarding this contract's interpretation, compliance, and execution.

Misrepresentation

- The school is not liable for any promises made by agents to students that do not reflect the policies and services of the school as described in our web page and brochure. It is the responsibility of the Agent promoting AIP Language Institute to give a true and accurate description of our programs.

Disclaimer: All efforts have been made to give accurate information in this document. Should mistakes or discrepancies occur, please bring them to our attention.